

Director of Employee Relations  
State of Tennessee  
Department of Human Resources

The Tennessee Department of Human Resources (DOHR) serves as the central human resources agency for state government, with the overall responsibility for major statewide human resources policies, processes and services.

DOHR is seeking to fill the position of the Director of Employee Relations. This position is located in Nashville and reports to the Assistant Commissioner/General Counsel. This position is responsible for the following:

- Designs, plans, and implements employee relations programs, policies, and procedures for the state service, including reduction in force, employee discipline and appeals, and performance management.
- Provides counseling, guidance and training to state agency human resources offices and employees on employee relations matters.
- Provides daily leadership and direction to the employee relations team by ensuring operational excellence and oversight for daily ER issues.

Essential Functions:

- Contributes to the strategic development of the Employee Relations division by developing a progressive, business focused employee relations strategy that meets the current and future needs of the organization. Identifies and implements positive employee relation programs, in consultation with relevant stakeholders, that will lead to a more efficient and motivated workforce.
- Serves as an expert in employee relations providing guidance and oversight sensitive complex employee issues, seeking legal counsel as needed. Ensures appropriate collaboration for those issues representing significant risk to the organization. Monitors employee relations-related actions, decisions, communications and training to ensure executives and managers understand and apply sound ER practices.
- Develops analytics to identify ER trends within the state via metrics reporting and case management systems and logs. Makes recommendations for policy or process modifications and or educational training opportunities. Identify opportunities to reduce risk through risk mitigation analysis and by strengthening policies and providing training to the HR community, business leaders and managers, as needed.
- Ensures operational consistency and compliance of services. (i.e. recording keeping, documentation, data and policy interpretation, etc.)
- Ensures that the appropriate HR policies and procedures are applied based on an agency's needs and, in partnership with the legal office, ensures compliance with federal and state regulations as they pertain to employment laws.
- Provides regular performance feedback and coaching to team members; monitors the development and training needs of team members in order to improve performance and promote continuous learning. Responsible for achievement of first call resolution by encouraging and improving the accuracy and efficiency of team members.
- Other projects as assigned.

Qualifications:

Requires a bachelor's degree in business, HR Management or a related field and at least 5 years of experience.

Demonstrated superior conflict management skills, strong understanding of employment law and state employment policies and practices, ability to influence leaders at all levels of the organization, strong communication skills both oral and written, customer orientation, strong analytical skills and the ability to apply those analytics to achieve problem resolution. A wide degree of creativity and latitude is expected.

Preferred: PHR/SPHR

**All interested candidates should submit a resume to:**

Lisa Spencer  
Assistant Commissioner – HR Operations and Organizational Performance  
TN Department of Human Resources  
505 Deaderick Street, 1<sup>st</sup> Floor  
Nashville, TN 37243  
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